ABSTRACT OF THE DISCLOSURE

A contact center uses a service system to establish communication over a data network, such as the internet, between customer endpoint systems and the endpoint systems of customer service representatives, CSRs, of the contact center. The service system establishes communication between endpoint systems by joining them to an appropriate communication session with an associated transport mechanism that allows the exchange of data across the network between the joined endpoint systems. For each communication session, a respective service instance and session instance are created. The service instance provides service specific behaviour whilst the session instance provides generic operations for adding and removing endpoint systems to the communication session. By specifying different service-specific behaviors, a range of corresponding customer services can be offered.

~~(Fig. 3)~~

mechanism being operative to enable the exchange of data across the network between the endpoint systems joined to the corresponding communication session.

20. A system according to claim 19, wherein the session instance includes a generic behaviour component for enabling a first CSR, already in the corresponding session with a customer, to conference in a second CSR, this component being triggered by the first CSR sending a conference request to the service instance of the session and the service instance, after having determined the identity of an appropriate second CSR if not specified in the conference request, then calling upon the said component of the session instance to join a specific second CSR to the session.

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21. A system according to claim 19, wherein the session instance includes a generic behaviour component for enabling a first CSR, already in the corresponding session with a customer, to transfer the customer to a second CSR; this component being triggered by the first CSR sending a transfer request to the service instance of the session and the service instance, after having determined the identity of an appropriate second CSR if not specified in the transfer request, then calling upon the said component of the session instance to join a specific second CSR to the session, the session instance removing the first CSR from the session once the second CSR has been joined.

22. A system according to claim 19, wherein a said service-session functional entity is operative, when joining an endpoint system to the communication session, to send connection details of the transport mechanism associated with the communication session to the endpoint system or its proxy thereby to enable that endpoint system or its proxy to use the connection details to connect itself to the transport mechanism.

23. A method according to claim 19, wherein the transport mechanism associated with a communication session is operative to provide multiple data transfer channels, for different media types, between endpoint systems joined to the communication session.

24. A system according to claim 23, wherein the service system provides functionality, and the transport mechanism provides channels, for at least two of the following: